

# OCLC FirstSearch Service Statistics

## Current Model

### OCLC FirstSearch Statistics Overview of Reported Elements:

- Sessions-
- Searches
- Documents (full text viewed or emailed)
- Simultaneous User Data (available at the session and database level) Average simultaneous users
- Maximum simultaneous users
- Turnaways
- Journal level data for the Electronic Collections Online database
- Number of articles viewed in each journal
- Number of abstracts viewed in each journal
- Other information is reported, but it is essentially derived from the elements listed above.

### This data is available at all account levels:

- **Authorization:** provides data about a single authorization's FirstSearch activity.
- **Consortium:** the combined activity data of individual libraries' authorizations that are associated with the consortium.
- **Institution:** summary data about an institution's FirstSearch activity.
- **Subgroup:** provides data about a subgroup's FirstSearch activity, combining the data for activity by the authorizations in the subgroup. A subgroup is a special grouping of authorizations defined for reporting purposes. The authorizations may or may not be included in a consortium.

FirstSearch statistics are available at <http://www.stats.oclc.org>. Library administrators can access these statistics by entering their FirstSearch authorization and administrative password. Logon with any FirstSearch authorization provides access to a list of all of the institutions reports.

We do not currently provide a way to download the statistics into a text file. Files can be saved using the browser save functionality.

### Definitions:

- **Abstract Displays:** The number of Electronic Collections Online (ECO) abstracts displayed (available at the journal level and ECO database level).
- **Average ports/simultaneous users:** the average number of simultaneous users logged on to FirstSearch or a particular database during a reporting period.
- **Documents Ordered:** the number of full text articles displayed or emailed.
- **Full Text Displays:** The number of Electronic Collections Online (ECO) full-text articles displayed (available at the journal level and ECO database level).
- **Maximum ports/simultaneous users:** the highest number of simultaneous users logged on to FirstSearch or a particular database during a reporting period.
- **Searches:** the number of times that users issued a query against the FirstSearch system or database (this is available at the database level and overall service level).
- **Sessions:** the number of times that users successfully logged on to the FirstSearch service.
- **Turnaways:** The number of logon attempts that were not successful because the

port limit had already been reached (this is available at the database level and overall service level).

More information about the statistics and a detailed glossary for the reports is available at: <http://www.oclc.org/firstsearch/documentation/statistics/help/reppe>.

### **Statistics Redesign Project**

- A web accessible statistics module that will allow libraries to log on using their FirstSearch authorization and administrative password
- The ability to have some predefined reports that can be selected by clicking a button (this would be the most common set of reports) that will really be preconstructed queries underneath rather than hard coded reports.
- The ability to create custom reports using a web based form to construct the queries
- The ability to download the stats into one of several formats (delimited text, HTML, Excel, formats TBD).
- The ability to set up profiles of reports to be automatically emailed each month/week/quarter/year (time period to be user specified) to the library specified email address or addresses.
- The ability to retain daily data for a specified, limited period of time (probably 1-2 months).
- The ability to retain summary level data indefinitely as we currently do with the FirstSearch statistics.

OCLC has issued an open invitation to libraries that are interested in statistics to participate in an advisory capacity throughout the project. There are approximately 65 librarians representing a variety of library types who have asked to participate. OCLC has set up a listserv to facilitate discussions.

A high level user requirements document has been issued for review by the libraries and the model has been validated.

A key benefit of the model that we are adopting is that its flexibility will allow us to support standards while still allowing libraries to create custom reports based on other elements that are relevant specifically to FirstSearch.

We are hoping to release the new statistics next summer, but we do not yet have a definite timeframe for implementation.